



## **Administrative Policies and Procedures: 4.7**

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### **Subject: Employee Assistance Program**

Supersedes: DCS 4.7, 07/01/00

**Local Policy: No**

**Local Procedures: No**

**Requires Training: Yes**

**Approved by:**

*Page D. Walley, Ph.D.*

**Effective date: 07/01/00**

**Revised date: 10/01/02**

### **Application**

To All Department of Children's Services Employees

**Authority:** TCA 37-5-106

### **Policy**

To the maximum extent possible, all employees of the Department of Children's Services shall be afforded the opportunity to participate in the Employee Assistance Program should the need arise, or based on observation of on-the-job behavior which adversely affects job performance. (Referral to the Employee Assistance Program may be self-referral, or supervisory referral, with the agreement of the employee.)

### **Procedures**

#### **A. Supervisor training**

1. Managers and supervisors in Department of Children's Services central office/facilities/regions shall be made aware of the Employee Assistance Program (EAP) through staff and policy meetings and training courses specifically designed for this purpose.
2. The EAP will be made a part of every facility's/region's/central office's orientation program for new employees. A hand-out describing the program and procedures for applying for the program must be given to all new employees. Handouts will be sent to all DCS offices and facilities each March, which is EAP Awareness month. Information regarding EAP is included periodically with paychecks.

3. All bulletin boards in central office/facilities/regions must have a posted brochure, or appropriate bulletin with all pertinent information regarding the EAP.

**B. Referrals**

1. Supervisor referrals may be recommended when a manager or supervisor have on-going, documented concerns about an employee's job performance or workplace behavior. In these circumstances, the supervisor may recommend that the employee use the EAP for assistance in resolving any personal problems that might be impacting behavior or job performance. Participation in the EAP program is strictly on a voluntary basis.
2. The employee may make self-referrals to the EAP for counseling services, or at the encouragement and support of family members for personal issues or workplace concerns. EAP services are available for the employee, spouse and/or dependent children.
3. Services must be pre-authorized by the EAP Plan Administrator.

**C. Confidentiality**

The Department of Children's Services shall maintain the confidentiality of EAP sessions for employees. All records, including medical information, referrals, and evaluations must be kept confidential in accordance with federal and state laws.

**D. Attendance and Leave for EAP services**

1. Employees shall be excused to receive counseling through the EAP program for up to six (6) free sessions per episode/problem. Leave must be requested and approved by the supervisor prior to EAP visit. (Refer to Personnel Resource Manual – Attendance and Leave Manual, Chapter 3.)
2. Supervisors may maintain *informal* records of employees' counseling sessions (the dates and times of visits only). No *formal* documentation of these sessions shall be maintained. (Refer to Personnel Resource Manual – Attendance and Leave Manual, Chapter 3).
3. Employees shall be considered "on duty" during the time counseling sessions occurs and this time coded as working time on the employee's attendance and leave record. Supervisors may request documentation of EAP visits or counseling sessions to include time of arrival to the session and departure time only. (Refer to Personnel Resource

Manual – Attendance and Leave Manual, Chapter 3).

4. If an employee is referred by an EAP counselor to other professional services for additional counseling or treatment, any further time off must be coded as compensatory, annual or sick leave as appropriate. (Refer to Personnel Leave Manual – Attendance and Leave Manual, Chapter 3).

**E. Alcohol and drug treatment**

1. Extended treatment periods, such as an alcohol or drug detoxification program, may be voluntary and at the expense of the employee concerned. Sick leave should be utilized for extended treatment periods.
2. At the discretion of the employee's appointing authority, if the employee does not have sufficient sick leave available to cover the treatment period, special leave without pay may be considered on a case-by-case basis. The EAP counselor can recommend programs of varying cost to the employee and those that are covered by medical insurance programs available to state employees.

**F. Examples of EAP counseling services available**

Employees may seek assistance for problems related to:

- |   |                             |
|---|-----------------------------|
| ◆ Alcohol and drug abuse                | ◆ Anxiety                   |
| ◆ Child and elder care                  | ◆ Compulsive gambling       |
| ◆ Death and dying                       | ◆ Stress                    |
| ◆ Emotional concerns                    | ◆ Financial troubles        |
| ◆ Job burnout                           | ◆ Legal counseling          |
| ◆ Maintaining a balanced life           | ◆ Work-related difficulties |
| ◆ Marital and relationship difficulties | ◆ Parent-child conflict     |
| ◆ Physical abuse                        | ◆ Retirement concerns       |
| ◆ Single parenting                      |                             |

**Forms**

None

## **Collateral Documents**

*None*

## **Standards**

ACA 3-JCRF-1C-19

ACA 3-JTS-1C-25